

ABSTRACT

MULTIMEDIA CALL CENTRE

A Multimedia Telecommunications Call Centre provides integrated video,
5 audio, data and telephony functionality, together with connectivity to the Internet,
ISDN, PSTN, and other wide-area networks. The Call Centre comprises a Local
Area Network (22) having a Gateway (36) and a Gatekeeper (40). Incoming
multimedia calls are received by the Gateway (36) and are permitted onto the
network under control of the Gatekeeper (40). Communications between the
10 Gateway (36) and the Gatekeeper (40) preferably take place across the network
and comply with the ITU H.323 standard protocol. Communications between the
Gatekeeper (40) and the Call Manager preferably take place across the network
and comply with the European Computer Manufacturers Association CSTA
standard protocol.

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Figure 2.